Audio / Video Settings

Please make sure that your phone or computer is muted and that you have turned off your computer's camera.

To do this, hover over the bottom left-hand side of your screen and click "Mute" and "Stop Video". Once both have been turned off, you should see this visual.

A copy of this presentation is located on System Support webpage

After the webinar, please complete the webinar survey: **Survey Link**

We will start the recording of this webinar now.

Louisiana Believes

Special Education Reporting System (SER)
July 31, 2020 Training

*A copy of this presentation is located on the [System Support page](#) under the SER section/**2020 July Training***

DEPARTMENT of EDUCATION

Objectives

At the conclusion of this training, participants should be able to:

- explain how to choose optimal computer settings,

- security and system access

- explain how to access LDOE application systems,

- explain how to receive assistance with password issues

- data submissions and resources

- describe PII requirements of Act 837

- list communication and support tools

Setting up Internet Explorer

Users should check the following *Internet Explorer* (IE) options:

- Go to Tools >> Internet Options >> Security>> Custom Level.
    o   Make sure the "Allow script-initiated windows without size or position constraints" option is enabled
    o   Also, make sure the "Display mixed content" option is enabled

- Go to Tools >> Internet Options >>Privacy >> Pop-Up Blocker Settings
    o   Enter leads3.doe.louisiana.gov in the "Address of Web site to allow" field

- Go to Tools>>Pop Up Blocker Settings>>choose "Turn off Pop-up Blocker"
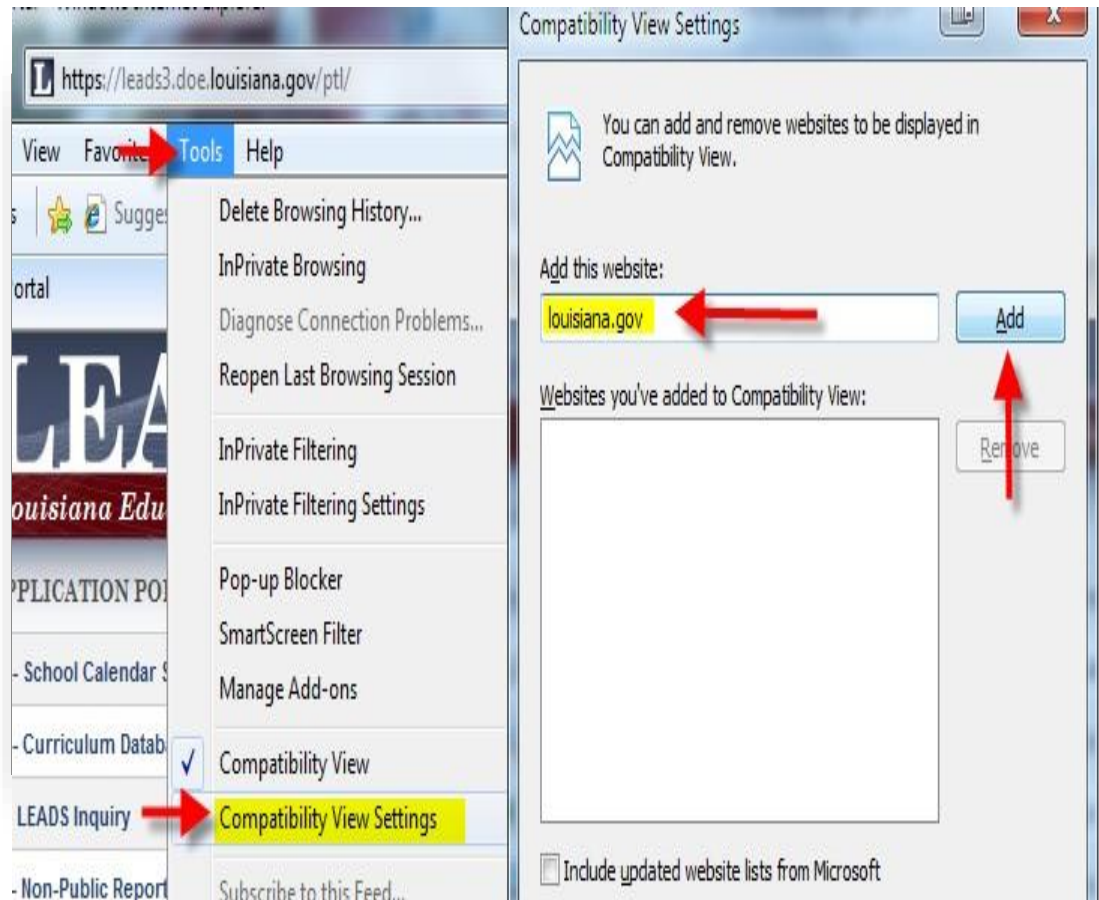
Other IE Versions

For **IE versions 8 through 10,** users can enable compatibility view by clicking the "Compatibility View" icon to the right of the address bar:

The browser should reload the page and begin displaying the page in compatibility view mode.

Other IE Versions

For **IE version 11,**

- Click the "Tools" button on the menu bar, and select the "Compatibility View Settings" option.

- In the text box under "Add this website", enter Louisiana.gov and click the "Add" button.

- Close the Compatibility View Settings dialog box and close IE 11. Restart IE.

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Superintendents and CMOs

Ensure the Security Coordinator has been identified. If changes are needed, notify SecurityDOE@la.gov to get the proper authorizations to access the LDOE systems.

- Verify/request access if there are new staff requiring access to the Secure Portal. Send email to SystemSupport@la.gov
- Using TAS, assign staff within your school system access to systems. Add access for new staff. Remove access for staff no longer at the school.
- Pursuant to R.S. 17:3914, school systems must have a contract or data sharing agreement in place with private vendors that deliver services in order to share personally identifiable student data.
  - Review the 2020-2021 list of data sharing agreement to identify which ones are new and/or expiring.
  - For each agreement needing to be completed, school systems should:
    - **Download** the addendum, get the appropriate signatures and scan.
    - Use the **submission link** to submit the form to LDOE.

For assistance, contact ldedata@la.gov

Special Education Reporting System (SER)
Types of System Access

These credentials will determine which students can be accessed, as well as determine exactly what functionality they have access to within the application.

- Teachers typically will only be in one group "IEP Form Writer".
- A SER Data Writer and LASID SER Writer will need to be in the IEP Form Approver group in order to submit completed IEP Forms into SER.
- The SER Data Reader and IEP groups will have read only access to the Student's profile information in SER.

Group	SER Data Change	Modify State IDs	SER Data Read	IEP Forms Read	IEP Forms Create	IEP Mark IEP Official	IEP Forms Submit to SER
SER Data Reader			X	X			
SER Data Writer	X		X	X			
SER LASID Writer	X	X	X	X			
IEP Form Writer				X	X	X	
IEP Form Approver				X	X	X	X

For assistance, contact your local **LEA Security Coordinator**.

FYI: Assisting your LEA Security Coordinator TAS Access

Windows Account Summary

Delete User   Refresh

Account Enabled:	Yes
Account Locked Out:	No
Account Lockout Time:	Information unavailable
Password Last Set:	8/27/2017 11:01:32 AM
Email:	▇▇▇▇▇▇▇▇▇▇▇▇ Edit Email and Phone
Phone:	▇▇▇▇▇▇

Member of groups:
Refresh Groups

LEADS Inquiry-Leads Inquiry
LEADS Inquiry-Bossier Parish-All Sites
Leads Portal-Leads Portal
Leads Portal-All Sponsors
Longitudinal Data System-LDS District Administrators, other than
Superintendent with access to Data Coordinator Portal
Longitudinal Data System-Bossier Parish-All Sites
SER IEP-Approves IEP Forms
SER IEP-Bossier Parish-All Sites
SER Medicaid-SMD Medicaid Admin
Special Education-SER LASID Writer
Special Education-Bossier Parish-All Sites

PRS Account Summary

Account Locked:	No
Questions Completed:	Yes

FYI: Assisting your LEA Security Coordinator TAS Access

Accessing LDOE Data Systems

Once user access rights have been established by your local LEA Security Coordinator, the authorized users can access LDOE application systems through:
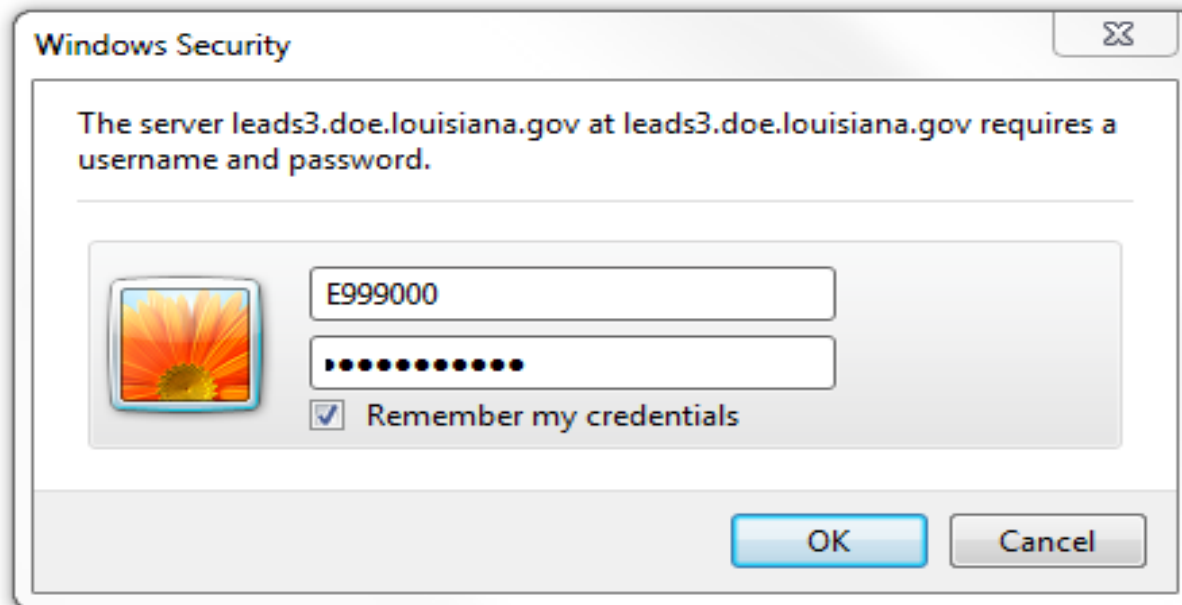
- LEADS Portal
- LEADS Inquiry (LIQ):

SER can also be accessed through direct link:
https://serp.doe.louisiana.gov/ser

Accessing LDOE LEADS

Users also have the ability to access LDOE Application Systems directly through LEADS at https://leads3.doe.louisiana.gov/ptl/.

For assistance, refer to any LDOE Application System User Guide

Accessing LDOE LEADS

All LDOE application systems for which a user is authorized to access will be displayed. After selecting the LDOE application system, the homepage for the system will be displayed.
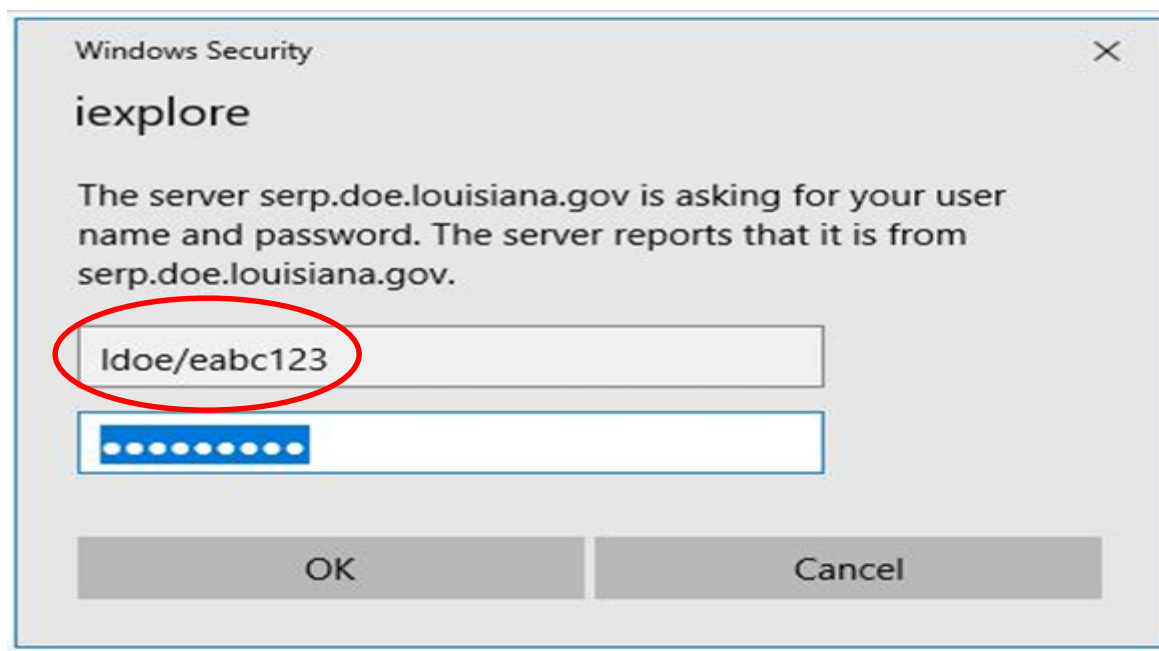
Accessing Special Education Reporting System

Before users can fully access SER, users must enter a User ID and Password on the LDOE/SER LOGIN SCREEN:

SER can also be accessed through direct link:

https://serp.doe.louisiana.gov/ser

Special Education Reporting System (SER) Homepage

The Special Education Reporting System homepage will be displayed when logging in to SER:
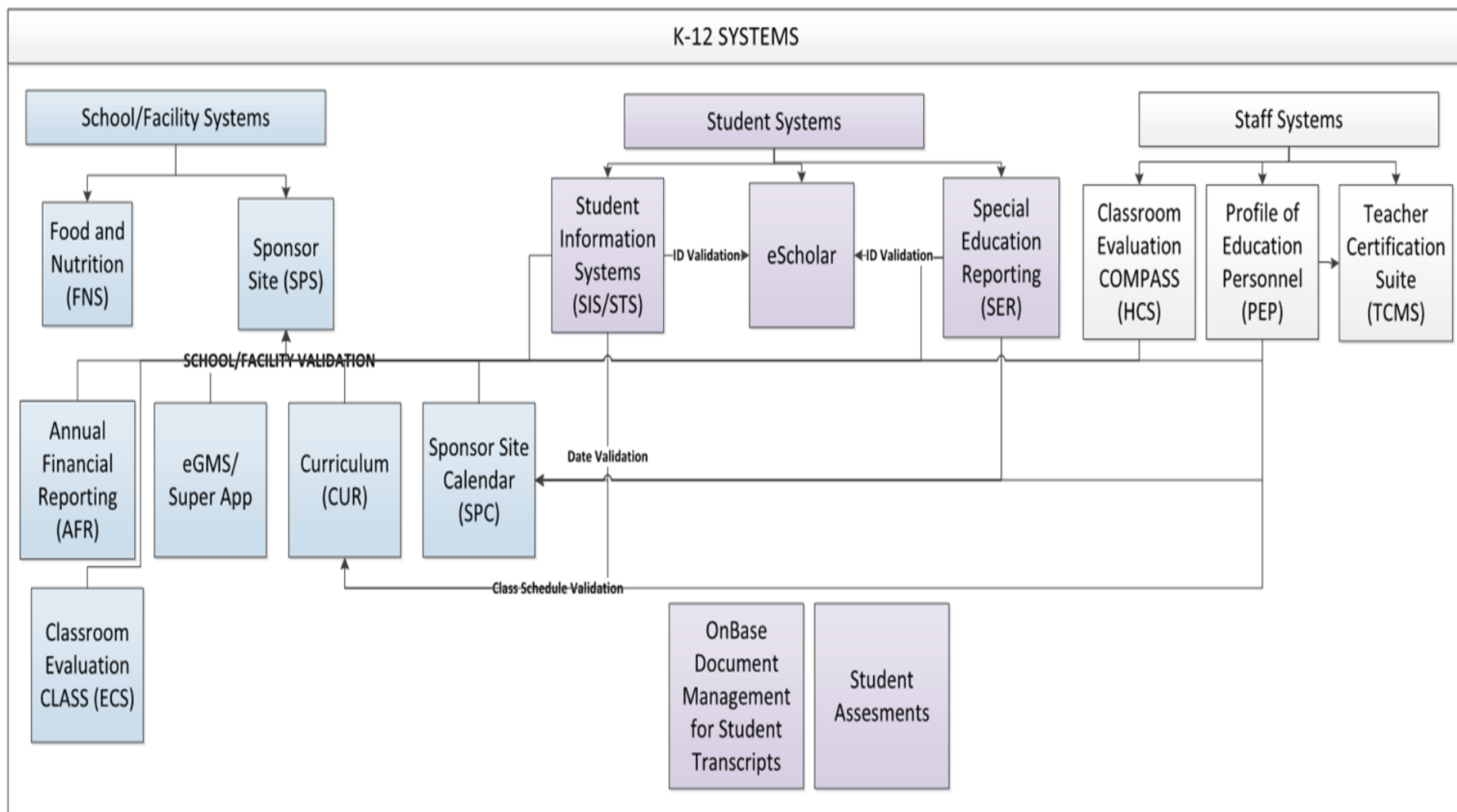
Password Reset System

Resetting your Password Using the Password Reset System (PRS):

To change an initial password or to reset a forgotten or expired password, LDOE has implemented a self-service password reset system called *PRS*. The PRS URL is https://password.doe.louisiana.gov. The PRS User Guide can be found at https://password.doe.louisiana.gov/PRSHelp.pdf.

Data Submissions

Preparing for 2020-2021 Data Submissions
Data Manager Resources

Data Managers

- Review [2020-21 Benchmark Calendar](#)

- Ensure your vendor has programmed the 2020-21 system enhancements

- Ensure sponsors and sites have been verified and certified in the Sponsor Site System (SPS). Refer to the Sponsor Site (SPS) User Guide (*posted on the LA Believes website see [Data Systems – LDOE Data Systems User Guides](#)*).

- Ensure we have a current list of data managers for each of the systems.

- Connect with [LDOE system managers](#) for specific system questions (SPC, SIS, SER, STS, PEP, AFR, etc.)

- Review training modules posted in the [Training Library](#)

Protecting Student Privacy

Louisiana legislature passed [Act 837](Act 837) (2014), which provides for limitations and prohibitions on the collection and sharing of student information.

- **The Department is only allowed to view or access student personally identifiable information (PII) such as the following:**
1. First Initial of Student First Name - X

2. First three letters of student Last Name - Xxx

3. Day of Birth – xx/2/xxxx

4. Student State Identification – 1234567890

Except in instances where one of the three exceptions to the law are met:

1. Auditing

2. Parental Consent

3. Authorization Form

Communications and Support

- **SER Contact:** Bernetta.Sims@la.gov

- **Accommodations and Assessment questions:** Assessment@la.gov

- **Special Education Policy questions:** SpecialEducation@la.gov

- [System Support Page](#)

Guiding documents [2020-21 Benchmark Calendar](#) for upcoming deadlines

System Support Web Page

The [System Support Page](#) brings together data submitted by Louisiana Education Agencies (LEAs) and Charter Management Organizations (CMOs), merges it with the data LDE collects from other sources, and presents it as one unified system for reporting and analysis.

URL: https://leads13.doe.louisiana.gov/lug/SystemSupport/SystemSupport.htm

System Support Contacts

Email the data managers listed below if you need assistance with the various systems.

- Data Systems Manager: Sherry.Randall@la.gov

- Annual Financial Reporting (AFR): Yaxin.Lu@la.gov

- Special Education Reporting (SER) & Teacher Student Data Link (TSDL): Bernetta.Sims@la.gov

- Student Information System (SIS) and School Calendar (SPC) and Sponsor Site System (SPS) :
  Tara.Baylot@la.gov

- Student Transcript System (STS), Curriculum (CUR): Barrett.Adams@la.gov

- Profile of Educational Personnel (PEP): Michael.Zanovec@la.gov   Jara.Bode@lagov

- Early Childhood CLASS: Anantha.Lakkakula@la.gov

- eScholar Unique ID, DirectMatch, StaffID; and CVR: Jayanthi.Sothirajah@la.gov

- 2020-21 System Enhancements: Kaylie.Loupe@la.gov

- School Finder and Principal and Superintendent Secure Portal assistance:
  SystemSupport@la.gov

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Superintendent's Weekly Newsletters

- The **Data** section provides information and reminders about data reporting.
- To subscribe, email ldoecommunications@la.gov
- Previous issues of the newsletters are located here.

To subscribe, contact ldoecommunications@la.gov

Looking ahead …

Next Webinar:

- **Date and Time:** September 7, 2020 at 10:00 am
- **Webinar Link:** **Registration Link**
- **Webinar Name: SER Q & A Office Hour – October 1 IDEA Child Count**

Register in advance for this meeting:

After registering, you will receive a confirmation email containing information about joining the meeting.

For assistance, contact SystemSupport@la.gov